

A creative workspace featuring a laptop with a Windows 8 interface, a cup of pencils, paint cans, and various sketches on a white desk. The laptop screen shows the Windows Start menu with tiles for social media, productivity, and entertainment. The desk is cluttered with artistic supplies, including a cup of colored pencils, two paint cans (one green, one white), a red cup, and several sheets of paper with colorful drawings and sketches. A blue banner is overlaid on the bottom half of the image, containing the text "Performance Measures" and "Provider Training".

Performance Measures

Provider Training



Contents

This Training is Designed for Service Providers:

- What is Performance Based Contracting
- How are the Tools Chosen & Created
- What is the Importance of the Performance Measure Table
- Data Entry Practices & Tips
- Submitting & Approval Process
- Value of Data
- Resources Available

A creative workspace featuring a laptop with a Windows 8 interface, various art supplies like colored pencils, markers, and paint cans, and a purple text overlay. The laptop screen shows the Windows Start menu with tiles for social media, productivity, and entertainment. The desk is cluttered with creative tools, including a cup of pencils, a paint can, and a notebook with a colorful drawing. The purple text overlay is centered over the laptop and desk area.

What is Performance Based Contracting?



What is Performance Based Contracting?

☐ **Regulating Outcome Measures**

- Different providers often measure things differently, making it hard to compare effectiveness

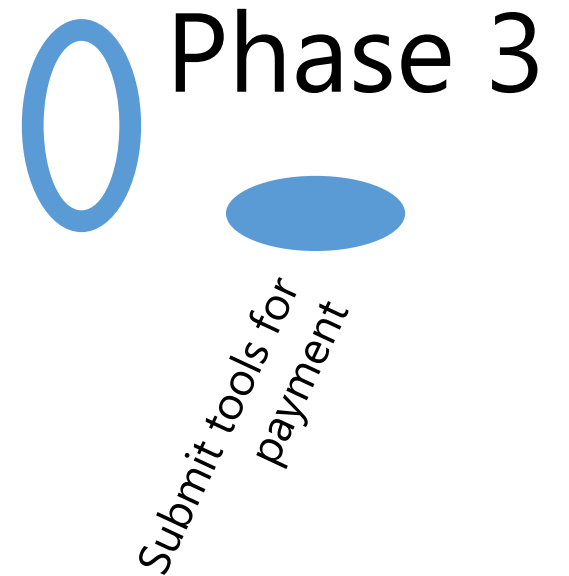
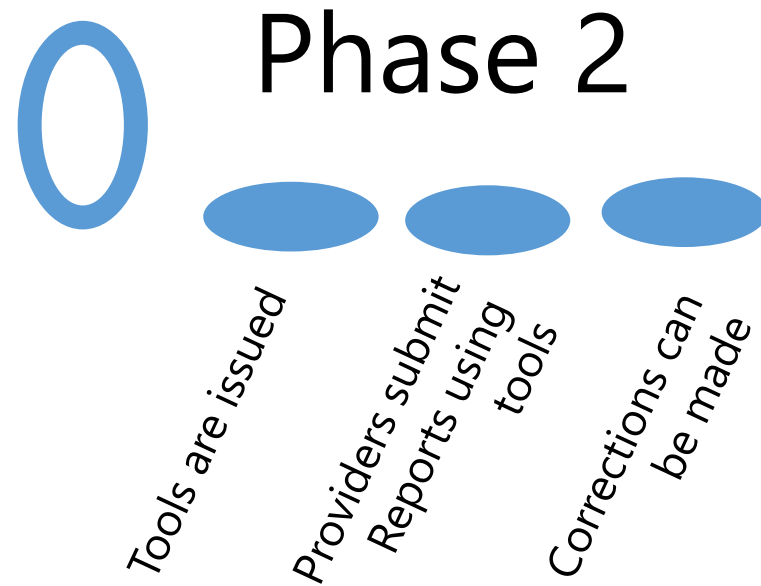
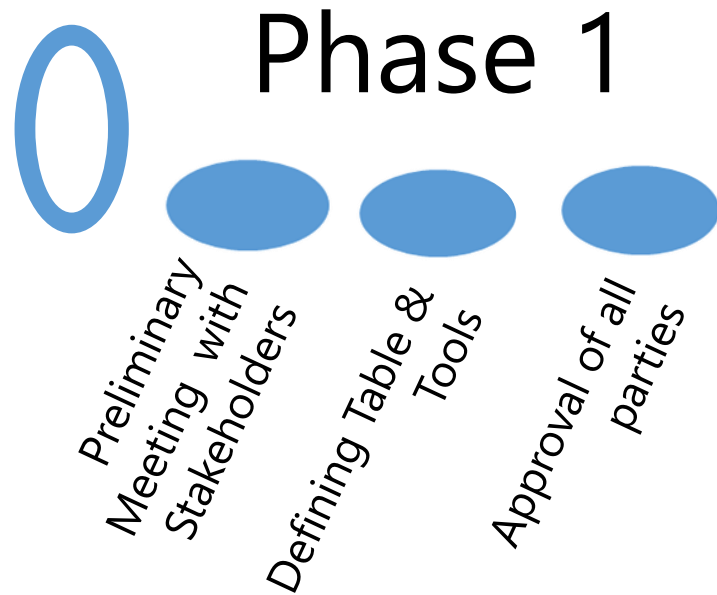
☐ **Receive Monetary Payments for Achieving Goals**

- Generally, 10% of funding is withheld and awarded when outcomes are reached.

A creative workspace featuring a laptop displaying a Windows 8-style interface with various app tiles like Netflix, CNN, and social media. The desk is cluttered with art supplies including colored pencils in a white cup, two spray paint cans (one green, one pink), a red cup, a wire mesh organizer, and several notebooks. One notebook shows a colorful abstract drawing of a bird. The background is a wooden surface.

How are the Tools Chosen and Created?

Implementation Timeline



Phases of Implementation

?

Phase 1

All Stakeholders Agree to:

- Identify Performance Based Outcomes
- Create Table
- Create Tools

Approximately 3-6 months

Phase 2

Utilizing the tools to:

- Better Understand Benchmarks
- Correct Any Errors
- Establish Quality Reporting Practices

Approximately one year

Phase 3

Utilize the tools to:

- Provide Evidence for Performance Based Payment
- Provide Data for Logic Model
- Inform Action Plans
- Promote the Success of your Program(s)



How are the Tools Chosen & Created?

❑ **Fun Facts:**

- Provider Leadership is engaged in the process from the start.
- Benchmarks are set from years of previous reports from programs, research, and counties needs
- Consumer input with providers particularly important
- Tools get approval from all parties then formulas are entered

A creative workspace featuring a laptop with a Windows 8 interface, various art supplies like colored pencils and markers, and a notebook with sketches. The scene is set on a white desk with a wire mesh organizer in the background.

What is the Importance of the Performance Measure Table?

A background image showing a laptop on the left with a Windows-style desktop, a colorful abstract drawing in the center, and a piece of paper with handwritten notes at the bottom left. The text is overlaid on a blue banner at the top.

What is the Importance of the Performance Measure Table?

The Table is a guide on how to fill out the Performance tools.

When completing the tools,
it is important to keep a copy of it with you for reference.



Division of Youth and Family Services

Purchase of Service Contract

4/25/16, UPDATED Jan 2017, UPDATED May 2017, **JANUARY 2018**

PERFORMANCE MEASURES TABLE (use this table as a guide to collect and report outcomes, i.e., collection tools and logic model)

WCS - ALTERNATIVE SANCTION PROGRAM											COLLECTION TOOLS SUBMISSIONS to DHHS - dhhsPERF@milwaukeecountywi.gov			
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
No.	EXPECTED OUTCOME/or OUTPUTS (specific ways in which clients are expected to benefit)	DESCRIPTION	INDICATORS	Protocols for Outcome Measurement	PERFORMANCE STANDARD (EXPECTED LEVELS OF OUTCOME ACHIEVEMENT)	NUMERATOR - /SOURCE	DENOMINATOR - /SOURCE	EXCLUSIONS	CALCULATION	SOURCE DOCUMENT	COLLECTION TOOL	REPORTING TOOL	REPORTING FREQUENCY OF AGENCIES TO DHHS	INCENTIVE-BASED (Y/N)
III	Youth will not have a re-offense during program participation		Number and percent of youth who have new petition filed, Deferred Prosecution Agreement, adjudication in juvenile court or adult criminal prosecution during		80% will not have a re-offense during program participation	No. of Youth displaying no incidence of re-offense	Total No. of Youth who have completed program during report period	Date of offense not during reporting period (not petition date)	% Compliance = Num/Denom minus (-) any Exclusions	DCSD Data Base	D-ASP-3	same as above	same as above	Y
IV	Youth will be successfully contacted within 48 hours of receiving a referral	All contacts and attempts must be documented. At least 3 methods of contact must be made within 48 hours of receipt of referral	Number and percent of youth were successfully contacted (within 48 hours of receipt of referral from DCSD)		90% of youth will be successfully contacted within 48 hours of receiving a referral	No. of Youth successfully contacted within 48 hours of receiving referral	Total No. of Youth referred to program during review period	if referral received < 48 hours before end of reporting period	% Compliance = Num/Denom minus (-) any Exclusions	Progress Note, SPEP Tool	D-ASP-4	same as above	same as above	Y



A creative workspace featuring a laptop with a Windows 8 interface, various art supplies like colored pencils and markers, and a purple text overlay. The laptop screen shows the Windows Start menu with tiles for social media, productivity, and entertainment. The desk is cluttered with art supplies, including a container of colored pencils, a spray bottle, and a wire mesh organizer. A notebook with a colorful drawing is also visible.

Data Entry Practices & Tips

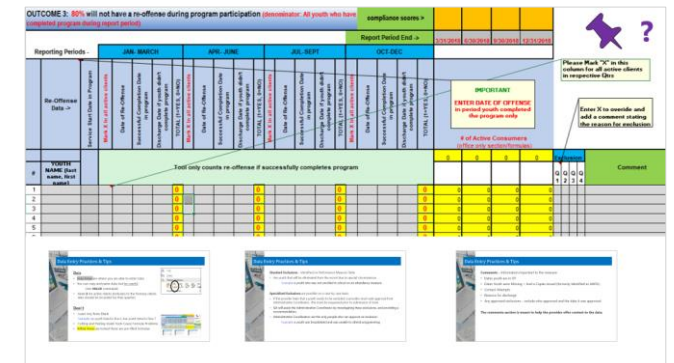
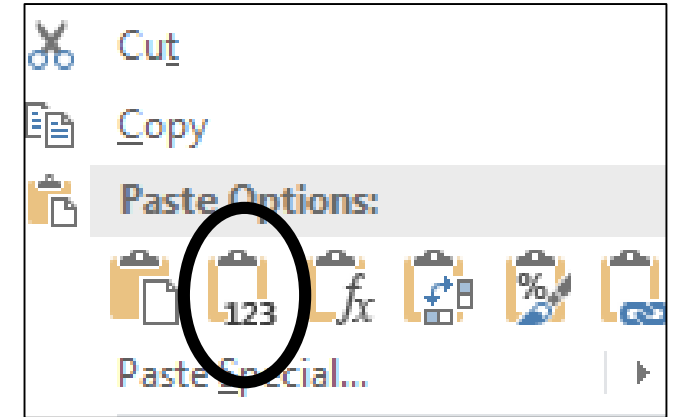
Data Entry Practices & Tips

Do's

- Gray Areas are where you are able to enter Data
- You can copy and paste data, but be careful
(Use **VALUE** command)
- Mark **X** for active clients (indicates to the formula clients who should be recorded for that quarter)

Don't

- Leave Any Rows Blank
Example: no youth listed in line 6, but youth listed in Row 7
- Cutting and Pasting Inside Tools Cause Formula Problems
- **Yellow Areas** are locked these are pre-filled formulas





Data Entry Practices & Tips

Standard Exclusions – Identified on Performance Measure Table

- Are youth that will be eliminated from the record due to special circumstances

Example: a youth who was not enrolled in school on an attendance measure

Specialized Exclusions are possible on a case by case basis.

- If the provider feels that a youth needs to be excluded, a provider must seek approval from Administrative Coordinator, this must be requested prior to submission of tools
- QA will assist the Administrative Coordinator by investigating these exclusions, and providing a recommendation.
- Administrative Coordinators are the only people who can approve an exclusion.

Example: a youth was hospitalized and was unable to attend programming



QA's Response to Specialized Exclusion

Specialized Exclusions are possible on a case by case basis, must be submitted for review prior to tool submission.

1. QA will assist the Administrative Coordinator (AC) by investigating these exclusions

QA staff will research youth, confirming information presented by the provider.
Sufficient evidence from HSW or court/ referral documents needed.
Case notes from Provider alone is generally not enough.

2. QA will provide a recommendation to AC.
3. AC will approve or deny
4. QA or AD will communicate the result to provider.

Exclusion requests may include youth who were Missing, in DT, had a traumatic event, emergency, medical procedure, or HSW withdrew services for additional reasons.



Data Entry Practices & Tips

Comments – Information important to the measure

- Dates youth are in DT
- Dates Youth were Missing = Had a Capias issued (formerly identified as AWOL)
- Contact Attempts
- Reasons for discharge
- Any approved exclusions – include who approved and the date it was approved

The comments section is meant to help the provider offer context to the data.

OUTCOME 3: 80% will not have a re-offense during program participation (denominator: All youth who have completed program during report period)

compliance scores >

Report Period End ->

3/31/2018 6/30/2018 9/30/2018 12/31/2018



Please Mark "X" in this column for all active clients in respective Qtrs

IMPORTANT

ENTER DATE OF OFFENSE
in period youth completed
the program only

Enter X to override and
add a comment stating
the reason for exclusion

of Active Consumers
(office only section/formulas)

			Tool only counts re-offense if successfully completes program																0	0	0	0	Exclusion				Comment																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																																														
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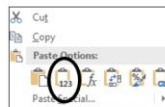
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OUTCOME 4: **90%** of youth will be successfully contacted within 48 hours of receiving a Referral (**denominator: all youth referred during report period**)



< cell(s) will automatically fill - formula

Report Period End ->

3/31/2018

MUST CONDUCT AT LEAST 3 METHODS OF CONTACT within 48 hours/unless successful

Receipt of Referral to Program

From DYFS

Date of **1st Face-to-Face** Attempt

Date of **1st Phone** Attempt

Date of **1st Written** Attempt

Date of **1st HSW** Attempt

Successful Date of Contact

Yellow Cells contain formulas, enter values in Grey Cells only

Enter X to override and add a comment stating the reason for exclusion

#

YOUTH NAME (last name, first name)
v

Dates v

Within 48 hours =1
>48 hours =0
Exempt = X



Exception



Comment

1

X

2

X

3

X

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Submitting & Approval Process

Summary Form Instructions

Instructions

1 Agency to submit a summary sheet filled with % achieved from tools along with Performance tools.

2 The Summary sheet and performance tools should be emailed by last Monday of following month after Reporting Period ends to DHHSPERF@milwaukeecountywi.gov

Example if report period ends March 31, the tools and summary are due by last Monday of April

3 Tools and Summary for each program of each division should be sent in a separate email, with subject line reading : Year Division Program period ending Agency e.g. 2017 HD Support Service Mar-Agency

4 If Tools are revised or updated for any reason after first submission, please resubmit that tool (s) along with the summary to email: DHHSPERF@milwaukeecountywi.gov the word REVISED should be added to the subject line of the email

Summary and All Tools Must be Submitted to

DHHSPerf@milwaukeecountywi.gov

Quarterly Reporting Due Dates:

Q1= Jan 1- March 31st

Due: Last Monday in April

Q2= April 1 - June 30th

Due: Last Monday in July

Q3= July 1- Sept 30th

Due: Last Monday in Oct

Q4= October 1- Dec 31st

Due: Last Monday in Jan

Example Subject Line: 2018 DYFS Alt. To Sanctions June - WCS

Administrative Coordinator Outlier Approval Process

Providers are expected to contact the assigned Administrative Coordinator PRIOR to the submission date in the event you are in need of:

- **An Extension**
- **An Exclusion**
- **Approval of Program Changes that would Effect Performance Measurement Tools**

The assigned Administrative Coordinator will inform contract management and the QAS of Approvals or Denials of requests.



Summary of Performance Outcomes and Incentives

Division	DYFS	Year	2018
Program	Alternative Sanction Program		
Agency	Wisconsin Community Service, Inc.		
DHHS staff entry			
Agency Entry	Base Contract Amount		
Formula	Performance Incentive Amount		
		Total Contract	

Q for Quarterly reporting outcomes
Mar, Jun, Sep, Dec
S for Semi Annual reporting outcomes
June, Dec
A for Annual reporting outcomes Dec

Agencies need to fill blue area with
Outcome achieved % from collection
tools and submit with Collection tools to
email:
DHHSperf@milwaukeecountywi.gov

Outcome Number	Brief Outcome Description	Tool #	Outcome Standard %	Reporting Interval	Incentive Based	Approved Annual Incentive Budget	Mar 31	Jun 30	Sep 30	Dec 31	Average
Column 1 Performance Table	Column 2 Performance Table	Column 12 Performance Table	Column 6 Performance Table	Column 14 Performance Table	Column 15 Performance Table		Enter % achieved from Collection tool				
				Enter Q or S or A	Y/N	\$	%	%	%	%	
1	Youth enrolled will successfully complete the program	D-ASP-1	65%	Q	Y						0%
2	Youth receiving services will demonstrate improved accountability, awareness, and decision-making regarding behavior leading to	D-ASP-2	80%	Q	Y						0%
3	Youth receiving services will not have a re-offense during program participation	D-ASP-3	80%	Q	Y						0%
4	Youth will be successfully contacted within 48 hours of receiving a referral	D-ASP-4	90%	Q	Y						0%
5						\$ -					0%
6						\$ -					0%
7						\$ -					0%
8						\$ -					0%
9						\$ -					0%
10						\$ -					0%
Enter total Annual incentive amount here ->						\$ -					
Difference						0					

Summary Form

Provider enters Compliance score from each tool each Review period

The Summary Form will automate the average for the year, and the amount earned.

This information will also be necessary for your accounting/billing departments

?

Approval Process



Submit

Email All Tools and
Summary
to DHHSPerf

DYFS Review

QA and AC will review
and approve all submitted
Documents

Approval Or Revisions

If errors are found
Providers will be asked to
re-submit with corrections

Awarded

Approved outcomes will
be paid by Contract
Management

A creative workspace featuring a laptop with a Windows 8 interface, various art supplies like colored pencils and markers, and a purple overlay with the text 'Value of Data'. The background includes a wire mesh organizer, a red cup, and a notebook with a colorful drawing.

Value of Data

Using Data

Providers are encouraged to use Outcome Data to strengthen Continuous Quality Improvement (CQI) annual program improvement Action Plans, where applicable.

The data collected in these tools can be used:

- To monitor ongoing services
- As a platform to make informed decisions regarding program delivery and youth engagement
- Recognition of youth and staff success



A photograph of a creative workspace. In the center, a silver laptop is open, displaying a Windows 8-style Start menu with various app tiles like Netflix, CNN, and social media. To the left of the laptop is a white cup filled with many colored pencils. Behind the laptop are two spray paint cans, one white with a green cap and one light blue. To the right, there are some art supplies including pencils and a notebook with a colorful drawing. A large purple rectangular overlay covers the bottom half of the image, with the word "Resources" written in white serif font.

Resources

Resources

Katie Rose

Quality Assurance Specialist

Division of Youth and Family Services – Milwaukee County DHHS

*Email: Katherine.Rose@milwaukeecountywi.gov

Contacts info for Administrative Coordinators:

<http://county.milwaukee.gov/DSDContact9865.htm>

Continuous Quality Improvement Link:

<http://county.milwaukee.gov/DelinquencyampCourtS7764/Continuous-Quality-Improvement-CQI.htm>

Niatx Model

<https://niatx.net/Home/Home.aspx>